



Government and Public Safety
1301 E. Algonquin Road
Schaumburg, IL. 60196

FSB NUMBER: FSB11022
APC: 112
DATE: Oct-2015
EXPIRES: 30-Oct-2016
BULLETIN TYPE: Informational Only

FIELD SERVICE BULLETIN (FSB)

SUBJECT: A7.13, A7.14, A7.15 - GTR8000 Site Repeater Base Radio and Quantar: Software upgrade resolves multiple issues as defined in the SYMPTOM section below.

SYMPTOM:

1) A subscriber on an enhanced data channel may experience data throughput delay if the site goes through site state transition followed by tear down of MSEL call during Site trunking. When the site returns to Wide Area, subscribers might bounce back between Enhance data channel and voice channel causing delay in data throughput.

2) Customer with APEX Subscribers may not be able to access the system within 100 feet of the site with Quantar stations used as a control channel. This is an enhancement to a previously fixed issue described in FSB10594.

MODEL / SYSTEM AFFECTED:

Symptom 1 - impacts GTR8000 Site Repeater Base Radio A7.15 system release
Symptom 2 - impacts GTR8000 Site Repeater Base Radio A7.13 system release

PROBLEM CAUSE:

This issue was caused by a software defect introduced in the system releases.

WORKAROUND:

No workaround is available for this defect.

RESOLUTION:

Upgrade to the appropriate version as listed in "PARTS REQUIRED (HARDWARE/SOFTWARE):" section below, based on the model.

To obtain software:

1. Initiate a software request case through Motorola Solution, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800)
2. Await confirmation email from UOST with instructions
3. Complete the Upgrade Operations Software Team (UOST) Software Order Form
 - Reference **FSB11022** in the 'Reason for Software/Hardware Change' section
 - List the part number (KC # as listed in the "Parts Required" section) in the 'Part # or Version # section of the software order form.
4. Email completed Software Order Form to UOST for processing

Reference the following documents/processes for installation procedures:

MN000702A01-A A7.15 Software Instruction Manual
6871023P37-A A7.13 Software Instruction Manual
6871028P65-C A7.14 SER 2 Software Instruction Manual

SEVERITY RECOMMENDATION:

Medium - Perform at next scheduled maintenance

PARTS REQUIRED (HARDWARE/SOFTWARE):

KC112C03L000071502 – SiteRptrBR_R07.15.053 on GTR8000 A7.15 System Release
KC112C03L00007x011 – SiteRptrBR_R07.DX.103 on GTR8000 A7.13 System Release
KC112C03L00007x011 – SiteRptrBR_R07.G4.002 on Quantar Hardware for A7.7 through 7.13 System Release
KC112C03L000071405 – SiteRptrBR_R07.G4.002 on Quantar Hardware for A 7.14 System Release

LABOR ALLOWANCE:

This is an informational bulletin. No labor warranty is implied, intended or authorized.



Upgrade Operations Software Team

Software Order Form

Phone Number: (800) 221-7144

SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date	_____	Case Number	_____
System ID	_____	Site ID	_____
System Name	_____	Site Name	_____
Customer Name	_____		
Form Completed		Field Contact	_____
by	_____	Organization	_____
Organization	_____	Phone Number	_____
Phone Number	_____	Pager Number	_____
Pager Number	_____	Fax Number	_____
Fax Number	_____		

SECTION 2: Order Information

Product Type: _____ Serial Number _____

Reason for Software / Hardware Change: _____

Downgrade? If so, list current and target releases. _____

Software / Hardware Description: _____

Part # or Version # _____ Quantity _____

Date Required _____

SECTION 3: Shipping / Billing Information

Ship To: _____

Bill To: _____

Email: _____

Attn: _____

Attn: _____

Phone: _____

Phone: _____

Customer Billing

P.O. #: _____

CUST #: _____

TAG #: _____

Internal Billing

PROJECT #: _____

FSB #: _____

DEPT #: _____

APC #: _____



Upgrade Operations Software Team

Software Order Form

Phone Number: (800) 221-7144

Fax Number: (847) 538-0364

Facsimile Transmittal Sheet

To:	_____
Company:	_____
Fax Number:	_____
Phone Number:	_____
Re:	_____

From:	_____
Date:	_____
Total Pages:	_____
Sender's Case#:	_____

- This form has been sent to you because you have requested an order from the Upgrade Operations Software Team.
- Please fill out the order form and Fax or email back to the Upgrade Operations Software Team
- If desired, please provide your email address on the order form and we will provide a tracking number when your order ships for your convenience.
- Orders will normally be processed in 3-5 business days once all information has been received.
- If additional space is required for software information, please use the optional addendum on page 3 below in addition to the original order form. This form is for use with large orders with multiple part numbers.

NOTE:

- 1) If this is in an SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by UOST are valid for 90 days

Thank you and have a good day!

(Optional)

APPENDIX A

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